

*****This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin and click the examination link.*****

Training and Experience Evaluation

Health Program Manager I

Servicewide

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Tasks

Instructions:

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

1. Composing correspondence, reports, presentation materials and other job-related documents for presentation to a variety of audiences.
2. Reviewing recommendations on written documents (e.g., reports, memos, manuals, legislation and other jobrelated materials) to determine accuracy, clarity and the effect on program operations and staff.
3. Leading health and/or safety projects.
4. Participating in the development of policies and procedures to ensure the effective operation of the work unit and/or health-related program.
5. Overseeing the coordination and timely completion of activities related to the monitoring and evaluation of health-related programs and projects.
6. Facilitating or leading multi-disciplinary workgroups or special projects, involving the development, operation, modification, and/or evaluation of programs and services.
7. Participating in the development of performance measures to monitor health-related program effectiveness.
8. Conducting special studies (e.g., oversight/regulatory agency audits, quality of care, health care services compliance, time-frame compliance, health program evaluations, health care processes) to find solutions to health-related program issues.
9. Analyzing data and program information (e.g., contracts, reports, invoices) to identify trends, service needs, usage, and/or expenditures to make policy/process recommendations.

10. Reviewing and interpreting data (e.g., databases, dashboards, audits, surveys, inspections, reports, cost analysis, trend analysis) on health-related programs and services.
11. Developing solutions to complex problems concerning programs, policies and procedures, and/or business processes.
12. Evaluating alternative solutions to health-related program issues to determine the most effective course of action.

Section 2: Tasks

Instructions:

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, and/or your EDUCATION.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

13. Reviewing and evaluating policies and procedures to ensure they align with current standards of practice.
14. Providing guidance, recommendations, and advising leadership on health-related best practices and/or contracting.
15. Developing and fostering collaboration between internal and external stakeholders to ensure a coordinated approach to providing health related services.
16. Providing information to management on issues concerning health-related programs, services, and/or delegation.